



Ernie Fletcher  
Governor

Teresa J. Hill  
Secretary

Commonwealth of Kentucky  
**ENVIRONMENTAL AND PUBLIC PROTECTION CABINET**  
**Office of Housing, Buildings and Construction**  
101 Sea Hero Road, Suite 100  
Frankfort, Kentucky 40601  
Telephone: (502) 573 - 0395

## FORMAL CONSUMER COMPLAINT

**Site of Complaint** \_\_\_\_\_  
*County City Street or Road*

**Owner(s) Name** \_\_\_\_\_ **Home Phone #** \_\_\_\_\_

**Address** \_\_\_\_\_  
*Street or P O Box Address City County Zip*

**Company Name** \_\_\_\_\_

**Company Owner(s) Name** \_\_\_\_\_ **Master License #** \_\_\_\_\_

**Address** \_\_\_\_\_  
*Street or P O Box Address City County Zip*

**Company Phone #** \_\_\_\_\_ **Date of Installation** \_\_\_\_\_

The Board may revoke, suspend, place on probation or restrict the license or certificate of any licensee or certificate holder; refuse to issue or renew a license or certificate; or reprimand, censure, or fine a licensee or certificate holder for violation of KRS 198B.650 to KRS 198.689.

**Check all that applies below.**

\_\_\_ HVAC person **not** licensed.

\_\_\_ Incompetence in performing HVAC:  
\_\_\_ Repair \_\_\_ Service \_\_\_ System installation.

\_\_\_ Deliberate disregard of building codes.

\_\_\_ Faulty installation, maintenance, alteration or repair of:  
\_\_\_ Heating System \_\_\_ Cooling System \_\_\_ Ventilation System

\_\_\_ Other \_\_\_\_\_

\_\_\_ **There is currently on-going court litigation in this matter in** \_\_\_\_\_ **County.**

I understand and agree that I may be subpoenaed to testify if a hearing is held before the HVAC Board as a result of this formal consumer complaint.

**Owner(s) Signature** \_\_\_\_\_ **Date** \_\_\_\_\_



Equal Opportunity Employer M/F/D

**HVAC VIOLATION OR DEFICIENCY  
(ADDITIONAL PAGES MAY BE USED IF NEEDED)**

**Explain in detail starting with the date problems was first discovered with the HVAC**

**System:** \_\_\_\_\_

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**\*\*Your view as to how this matter should be resolved\*\*** \_\_\_\_\_

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